Qualtrics Survey Website: College of Health and Human Sciences FAQ

LAST UPDATED: 2021-09-29

Enquiries: `mhls-qualtrics@swansea.ac.uk`

Qualtrics helpline

Our licence includes free telephone support from Qualitrics' own support staff. **The telephone call is free**. This includes support for all Qualtrics and survey questions, not just technical issues. Click on the Help (question-mark) icon, then click on "**Contact support**" to submit a request for assistance.

Qualtrics support and tutorials

The Help section can be accessed via the question-mark icon in the top right-hand corner. Clicking this presents a dialog-box with links for contacting Qualtrics' freephone helpdesk, as well as for its knowledgebase/support website, its community forums , and its video tutorials. ## Qualtrics' Help System

What is "Activation"?

An active survey is one that allows the collection of responses. Active surveys, by default, are "locked", in order to prevent them being changed once data collection has started (but you can override this to edit your survey if necessary).

What is "Distribution"?

Distribution is the means by which you publish your survey. That is, whether you inform participants by email messages, announcements in forums, and so forth.

What is "Collaboration"?

Collaboration is the means by which you share your survey with other users (students or colleagues, as opposed to participants). It is the name of the option you should use to allow your project students to edit the surveys you create.

How do I share a survey with students ("Collaboration")?

The difference between accounts included within, and external to, our licence group. In the screenshot below, not that the first two accounts have a head-and-shoulders icon, whereas the other two do not. The icon means that the account is contained within our licence, so if the icon doesn't appear, it means that the user has created the account outside our licence, and will need to create a new account inside our licence to be able to gain access to the survey.

Why can't students "distribute" a survey?

Only supervisors can distribute (i.e. publish) surveys in order to ensure that all surveys have been double-checked for content before being published.

Why can't students "create" a survey?

Only supervisors can create surveys because it is not easy to pass ownership of surveys between accounts. In order to avoid losing useful surveys when students leave, we require that all surveys are created by permanent members of the university (and PhD students, where appropriate).

Do NOT create new accounts using the survey-collaboration invitation message.

When sharing a survey with students, the email that is sent to their address contains a link for creating a new account. Unfortunately, that link creates an account outside our licence, which prevents the student from actually seeing the survey. If the student's account does not appear in full when you enter their email address, DO NOT send them a collaboration method. Instead, ask them to create a new account for themselves using the following link:

USE THIS URL ONLY, AND NOT THE MAIN QUALTRICS WEBPAGE

How does a "matrix" answer type differ from the standard?

Matrix questions differ only in the way they appear on the web page as viewed by the participant; they do not differ in the way the data is recorded or analysed. Matrix questions are displayed in a tabular format, which is more compact than having each question displayed separately. It also helps to emphasise the relationship between logically related questions.

Can I use Qualtrics if I use an Apple Mac?

Yes! However, Qualtrics is optimised for Google Chrome (which can be downloaded for Mac). It works in other browsers but works best in Chrome. Often, issues can be solved by using a different web browser. Safari seems to be the worst for Qualtrics.

If I use Qualtrics where will my data be stored, and what about privacy and security?

Data are physically stored in the country where they were collected, and not moved to another jurisdictional area. It is not stored in a 'cloud' of unknown location. Here is a link to the qualtrics security statement (https://www.qualtrics.com/security-statement/) and privacy statement (https://www.qualtrics.com/privacy-statement/).

I have a SurveyMonkey survey that I want to move to Qualtrics:

If you want to transfer surveys from SurveyMonkey to Qualtrics, read the following guidance: https://www.qualtrics.com/support/survey-platform/survey-module/survey-tools/general-tools/import-and-export-surveys/

Miscellaneous Tips

For multi-choice questions, where the participant must select only one choice, be careful to use the Radio Button (Likert) format. A common mistake is to use tickboxes, but these allow participants to select more than one choice, preventing you from knowing which one they really meant.

When designing your survey and downloading your data, ensure that answers are encoding numerically, instead of as words (where appropriate). This makes it easier to analyse the data; words cannot easily be given values, but must be treated as categories, instead.